NEC Empowered by Innovation

Professional Services Installation and Warranty Service for NEC Corporation of America

NEC Express5800/320Ma and 320 Fc Fault Tolerant Servers

- ServerCare Basic Warranty *1-year limited warranty*
  - 9 a.m.-5 p.m., Monday to Friday telephony support in the US and Canada
  - 1 year of CRU (Customer Replaceable Units) within 3 business days of receiving the defective part
  - 90 days phone support for Windows Operating System
  - 90 days support for software included in the "Base unit" (BIOS, ExpressBuilder, FT Mgt Software)
  - ***Extension of a basic warranty contract is available for years 2 and 3***

- ServerCare Enhanced Upgrade Warranty
  - Upgrade packages for 1st, 2nd and 3rd years available
  - 24x7 telephony support in the US and Canada
  - 24x7 email alert monitoring support
  - Advance ship CRU, NEXT Day shipment of parts, 7-days a week

- Standard Installation – 1 day*
- SRE Script Implementation – 1 day*
- Active Upgrade™ Standard Implementation – 1 day*
  - See link for in-depth details
- Active Upgrade Custom Implementation – 1.5 days*
  - See link for in-depth details

- Express Start Standard Implementation – 2.5 days*
  - Includes standard installation of hardware
  - SRE implementation of 2 applications
  - Implementation of Active Upgrade
- Express Start Custom Implementation – 3.5 days*
  - Includes custom installation of hardware
  - Custom Active Upgrade implementation
  - Implement SRE scripts for up to 4 applications
  - Training

*Number of days listed is an NEC service objective and not a guarantee by NEC Corporation of America. Basic 9x5 support excludes NECAM listed holidays.